Service Bulletin

Bulletin No. 2011-02R2

Circulate to: ☐ Sales Manager ☐ Accounting ☑ Service Manager ☑ Technician ☑ Parts Manager

Axius Gen 1 White Glove Program

NOTICE
This bulletin replaces service bulletin 2011-02R1 issued January 2012.

Scope

Worldwide

Models Affected

All Axius Gen 1 Vessels

Situation

As part of our ongoing commitment to customer satisfaction, Mercury MerCruiser will provide new software upgrades and product enhancements to Axius Gen 1 customers at no charge. Customers with Axius Gen 1 will receive a mailing of the upcoming services available to them. An electronic version of the mailing is available for your reference on MercNET.

Mercury MerCruiser will provide dealers with detailed instructions and inspection forms to audit the following systems on customer vessels with Axius Gen 1:

- Software identification with potential upgrade (Axius Gen 1 3.5 8M0054192)
- Battery health checks
- Hardware (fuses, harness connections)

The following service and inspections will also be performed:

- Check engine oil
- Check drive lube
- Inspect exhaust system
- Inspect engine mounts
- Inspect audio warning system
- Check hydraulic systems (trim and power steering)
- Check coolant level (if equipped with closed cooling)
- Check tension of serpentine belt (if equipped)
- Check drain plugs (installed and closed)
- Check the seawater inlet valve (open, if equipped)
- Check power trim cylinder fasteners (tight)
- Check all fuel connections
- Check propeller nuts and tighten to specification
- Check shift, throttle, and steering system fasteners (properly tightened)
- Check and clean air filters
- Check operation of lanyard stop switch (if equipped)

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provided by http://www.crowleymarine.com

Correction

When the vessel arrives at the dealership, complete the worksheet provided with this bulletin, and then call your Mercury MerCruiser Technical Service Center to receive the upgrade kit. A complete set of instructions and upgraded software will be provided in the kit.

IMPORTANT: Do not use VesselConfig while using CDS G3 as communication for both are on the CAN P-bus. Before calling to order the kit, the dealer must provide the following information to Technical Service:

- Boat HIN
- Engine serial numbers
- Vessel personality–brand name of boat with a P1 (station keeping), P2 (auto heading, trackway point), or B1 (basic vessel). This information is found in VesselView/VesselConfig under Vessel Personality Lists/All Modules. Basic boats typically are not equipped with VesselView.
- Current configuration of Axius eBOM (2.2, 3.0, 3.1, 3.3, 3.4)
- PCM calibration numbers (port and starboard)
- GPS software identification
- Serial numbers (YE0004JK, for example) of both the port and starboard TVMs. While viewing the data stream for the serial number, verify the specific values under the following items: "CurrentTableShift," "HysteresisOffset," and "ZeroCrossSuccess."

NOTE: *Select an eBOM to view data stream information.*

IMPORTANT: If the items marked by the red arrows have 0.00 for values, the update of software cannot be completed with the current module on the TVM cylinder. "CurrentTableShift" and "HysteresisOffset" values will vary from what is shown, but "ZeroCrossSuccess" should always read 1.

Data Stream View for Module: STBD TVM

STBD TVM - City ID:43(2B) CLOSE

Name	Value	Units	Description
Steer_A_Press_ADC	**104**	ADC	Steering Sink Valve Pressure Sensor ADC Counts
Steer_B_Press	**40.44**	kPa	Steering Source Valve Pressure
Steer_B_Press_ADC	**104**	ADC	Steering Source Valve Pressure Sensor ADC Counts
Tank_Press	**0.00**	kPa	Hydraulic Tank Pressure
Tank_Press_ADC	**0**	ADC	Hydraulic Tank Pressure Sensor ADC Counts
Steer_Oil_Temp	**24.89**	C	Steering Oil Temperature
Steer_Oil_Temp_ADC	**928**	ADC	Steering Oil Temperature Sensor ADC Counts
CurrentTableShift	**49.78**	mA	Numbers required for the calibration equation
HysteresisOffset	**15.34**	mA	Numbers required for the calibration equation
Actual_NegCoil_Zero_Current	**725.66**	mA	Numbers required for the calibration equation
NegCoil_Hysteresis	**15.34**	mA	Numbers required for the calibration equation
InitState	**0**		Initialization State while going through initialization
Initialization_State	**0**		0 = requires initialization 1 = initialization completed
Initialization_Status	**Initialization Needed**		
ZeroCrossSuccess	**1**		Calibration Value

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Warranty

United States and Canada: Mercury Marine will credit the dealer for the cost of labor and fluids listed. Submit a warranty claim through your normal warranty-processing channel, listing:

In the United States and Canada:

- MerCruiser engine serial number
- Labor: 1.0 hour
- Flat rate code: SB10
- Labor: 2.5 hour
- Flat rate code: SB25

  NOTE: *Use both SB10 and SB25 if the vessel has software version 2.2–3.1 software. Use only SB25 for vessels with software version 3.3 and above.*
- Part code: 731
- Failure code: 40
- eBOM used prior to service

Outside the United States and Canada: Follow instructions issued by the Marine Power International office or by an authorized Marine Power Distributor.

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Axius White Glove Worksheet

Vessel Information			
Hull ID number:			
Boat make and model:			
Port engine serial number:		Starboard engine serial number:	

Information found in VesselConfig of VesselView	
Vessel personality:	

Information found in eBOM screen of G3	
Current eBOM selected:	

Information found in Module Data screen of G3			
Port engine calibration:		Starboard engine calibration:	
GPS software identification:			

Information found in TVM Data Stream screen of G3 (Live Data)			
Port TVM serial number:		Starboard TVM serial number:	
Port TVM current table shift:		Starboard TVM current table shift:	
Port TVM HysteresisOffset:		Starboard TVM HysteresisOffset:	
Port TVM ZeroCrossSuccess:		Starboard TVM ZeroCrossSucess:	

Information found in Engine Data Stream screen of G3 (Live Data)			
Port engine hours:		Starboard engine hours:	

Dealer Contact Information	
Dealer number:	
Phone number:	
Contact name:	

NOTE: *The above information must be completed before calling the Mercury MerCruiser Technical Service Center for support. Fax to 1-800-842-4550.*

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